

United States Government
Department of Energy

Memorandum

DATE: **October 25, 2019**

WAP Memorandum 054

REPLY TO

ATTN OF: **Erica Burfin, Weatherization Assistance Program Manager**
Weatherization and Intergovernmental Program Office

SUBJECT: **American Customer Satisfaction Index (ACSI) – Subgrantee Survey**

TO: **Weatherization Assistance Program (WAP) Network**

The U.S. Department of Energy's (DOE) Weatherization Assistance Program (WAP), recently utilized the American Customer Satisfaction Index (ACSI) to survey Subgrantees of the WAP. This survey provided Subgrantees the opportunity to give DOE WAP constructive feedback on various aspects of Grantee program operation and to identify opportunities for improvement. This initiative is intended to provide the WAP network with a mechanism for improving program management and delivering maximum benefits to WAP clients. Process and quality improvements are critical to expanding partnerships with other funding sources.

DOE will partner with the National Association for State Community Services Programs (NASCSPP), to identify and share best practices employed by Grantees that scored highly on the ACSI Subgrantee Survey.

To ensure that the maximum benefit is achieved from this process, Grantee's should take the following steps:

1. Grantees will distribute their individual reports to their Subgrantees by October 31, 2019. Note: If Grantee's are unable to meet this deadline, DOE will provide the reports directly to Subgrantees on request.
2. Grantees shall initiate a communication process with Subgrantees about areas for program improvement and will identify specific actions that will be taken to improve program operations.
3. During the consultation with Subgrantees, a key component of the planning process for the 2020 State Plan, DOE expects Grantees to develop an action plan to enhance program management and implement process and quality improvements at the Subgrantee level. The 2020 State Plan should include a discussion of the steps to be taken to implement the improvements developed by Grantees in conjunction with their Subgrantees.

On October 23rd, the Community Action Partnership (CAP) hosted a webinar for Grantees, led by DOE and a representative of CFI Group, to review the outcomes of the ACSI WAP Subgrantee Survey results. The recorded webinar can be viewed at <https://youtu.be/4h0aEtXESe0>.

Thank you in advance for your assistance and for your continued effort to provide high quality services to low-income households. This information should be shared with all WAP Subgrantees.

Please contact your Project Officer if you have any questions.